

NEWS UPDATES

CONTINUING EDUCATION OPPORTUNITIES:

[Resources for DSHS Approved
Interpreter Continuing Education](#)

[Infection Control and Industrial
Safety for Medical Interpreters.](#)

[NOTIS – Northwest Translators &
Interpreters Society Resources](#)

External links to other Internet sites and course announcements should not be construed as a Health Care Authority endorsement of the views, course content, or privacy policies contained therein. Prices may vary.

HCA INTERPRETER SERVICES

The interpreter services program is continually working together to provide an effective and efficient process in providing interpreter services to our limited English proficient clients (LEP). This program continues to provide interpreters in more than 39 Languages and American Sign Language (ASL). To help maintain this program and an available interpreter pool, providers must check interpreters in and out timely to ensure prompt reimbursement to the interpreters. For further information visit HCA's [website](#).

IMPORTANT IMMUNIZATION INFORMATION FOR PROVIDERS AND INTERPRETER

The Health Care Authority (HCA) and CTS LanguageLink (CTS) finalized an agreement on July 24, 2014 to track immunizations for interpreters accepting HCA medical appointments. On September 22, 2014, all Interpreters providing services to HCA medical appointments provided complete documentation to CTS confirming they received all required immunizations or confirmed immunities.

Medical interpreters working with CTS to provide medical interpretation services are required to provide proof of immunizations for the following:

- Rubella, Rubeloa, Mumps, the MMR vaccine, or proof of immunity
- Varicella (Chickenpox or Shingles) vaccine or proof of immunity
- Diphtheria, Pertussis (Tdap)
- Seasonal flu vaccine (by November 1, 2014)
- TB Screening

On a yearly basis, the interpreter must obtain and provide complete documentation of the following:

- Seasonal flu vaccine
- TB Screening

CTS and HCA are posting the immunization requirements to their web sites. For additional questions regarding this change, please contact CTS LanguageLink at [HCA Providers](#) or the [HCA Interpreter Services program](#).

INCIDENT RESOLUTION PROCESS

The Incident Resolution Process has been operating for 6 months this October. HCA, CTS, and the Federation continue to look at ways to improve the communication and process for Interpreters, providers and clients.

As changes are developed and approved, CTS will update their website under the FA Q section and notify Interpreters of changes. It is important that Interpreters review this document and be aware of how the changes may impact them.

Changes to the process took effect October 1, 2014:

- The Portal restrictions have changed.
- Definitions were updated to include:
 - Full Portal Restriction: *Action taken to Interpreter's multiple actions and amount of incidents. Interpreter's portal will not show ANY jobs nor allow Interpreter to accept ANY jobs. In addition, all jobs during the restriction period that the Interpreter has been assigned to will be removed from their schedule.*

Previous Process		New Process (effective 10/1/2014)	
Low Incident	Medium Incident	Low Incident	Medium Incident
6 = 10 day	3 = 10 day	7 = 10 day minimum	3 = 10 day minimum
8 = 20 additional days	4 = 20 additional days	9 = 20 day min (with warning letter)	4 = 20 day min (with warning letter)
10 = 30 additional days	5 = 30 additional days	11 = 30 days minimum	5 = 30 days minimum
12 = 40 additional days warning notice	6 = 40 additional days warning notice	12 = 1 week full portal restriction	6 = 1 week full portal restriction
14 = termination of contract	7 = termination of contract	13 = 2 week full portal restriction (w/final warning letter)	7 = 2 week full portal restriction (w/final warning letter)
		14 = Termination of contract	8 = Termination of contract

PROVIDER Q & A

Q: CAN I REQUEST A SPECIFIC INTERPRETER?

Yes. A provider may request a specific interpreter only if the guidelines below are met.

On the CTS provider portal, you will find instructions on how to request a specific interpreter. To help providers understand when it is appropriate for a specific interpreter to be requested we have defined "Continuity of Care" below.

“Continuity of Care” means the provision of continuous interpretation by a specific interpreter on behalf of a client is Medically Necessary (WAC 182-50-0070) for chronic or acute medical conditions where maintaining the same interpreter results in positive health outcomes. The Primary Care Provider must document in writing that a change in interpreter will adversely affect the health of the client. Continuity of care occurs in a manner that prevents secondary illness, health care complications or re-hospitalization and promotes optimum health recovery

HCA is requiring that requests to our Contractor for specific Interpreters meet the requirements below. A provider making this determination must maintain supporting documentation at their location. Approval of requests is time limited and must be renewed quarterly. If the exact interpreter is unavailable, the Provider may contact CTS for options.

To assist with further clarity, HCA has asked CTS to limit their options to those below:

- *ACTIVE CANCER TREATMENT*
- *CONTINUING COUNSELING SESSIONS*
- *APPLIED BEHAVIOR ANALYSIS THERAPY SESSIONS (REGARDLESS OF AGE)*
- *CANCER/DIALYSIS TREATMENTS AS REQUESTED BY THE PROVIDER*
- *ANY TREATMENT OR MEDICAL PROCEDURE WHERE A CHANGE IN INTERPRETER WILL IMPACT THE EFFECTIVENESS AND EFFICACY OF THE APPOINTMENT. PROVIDER WILL BE EXPECTED TO MAINTAIN SUPPORTING DOCUMENTATION AT THEIR LOCATION.*

A provider may still request a specific gender for appointments where it is appropriate for effectiveness of the treatment. If providers feel that none of these options apply or they need further clarification they may contact CTS at hcaproviders@ctslanguagelink.com or by phone at **800-535-7358**. For further assistance or clarification, contact HCA by email at INTERPRETERSVCS@hca.wa.gov.

EXPECTATIONS AS THE PROVIDER

We understand that in a busy office, it can often be difficult for front desk staff to juggle patients, patient records, telephones, and interpreters. HCA recognizes there are times when the interpreter check in or out time is recorded incorrectly or accidentally left incomplete on the Client Portal. CTS interpreters and HCA, however require providers’ record the correct check-in and checkout times. Without it, CTS cannot record the appointment and in turn, the interpreter will not be paid for their valued service to the eligible client and provider.

The start time of an interpreter is the scheduled start time of the appointment or the time the interpreter arrives, whichever is later. The end time of the appointment is when you no longer need the services of the interpreter. This should include any time needed to schedule follow-up appointments.

This free-of-charge service supports your responsibility to provide equal access to limited English proficient (LEP) clients. In order for the State to continue to provide this service, we ask eligible providers to understand they play a crucial role in the good stewardship of federal and state funds. Please help by doing all you can to accurately document the interpreter’s time in a way that supports our shared resources.

EXPECTATIONS AS THE INTERPRETER

- SIGN AND COMPLY WITH THE [INTERPRETER CODE OF ETHICS](#) FOR SPOKEN LANGUAGE INTERPRETERS
- PRESENT AT APPOINTMENTS, UPON REQUEST FROM PROVIDER OR LEP CLIENT, PICTURE IDENTIFICATION AND DSHS CERTIFICATE OR AUTHORIZATION LETTER
- ADHERE TO THE [RID-NAD PROFESSIONAL CODE OF CONDUCT](#) FOR SIGN-LANGUAGE INTERPRETERS
- ADHERE TO HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT ([HIPAA](#)) [REQUIREMENTS](#)
- HAVE A VALID [WASHINGTON STATE UNIFIED BUSINESS IDENTIFIER \(UBI\)](#) NUMBER OR TAX REGISTRATION NUMBER

TRAINING FOR INTERPRETERS AND PROVIDERS

For training offered CTS LanguageLink they offer provider training, Monday-Friday, 8:00am-5:00pm. If interested in training, submit your request along with contact information to CTS either by email or at the phone. Visit [CTSLanguagelink](#) for contact information. A member from the CTS LanguageLink Quality Assurance team will schedule training for you and your staff.

Additional Resources for Interpreters and Providers

National Standards on Culturally and Linguistically Appropriate Services (CLAS)	https://www.thinkculturalhealth.hhs.gov/
WA Department of Social and Health Services Language Interpreter and Translator Code of Professional Conduct	www.dshs.wa.gov/ltc/ethics.shtml
Limited English Proficiency (LEP) Federal Interagency	www.lep.gov/
CTS LanguageLink Provider Frequently Asked Questions	hca.ctslanguagelink.com/faq_Provider.php
Collective Bargaining Agreement	http://www.ofm.wa.gov/labor/agreements/13-15/nse_lap.pdf

	Email	Phone
Interpreters:	hcainterpreters@ctslanguagelink.com	1-866-519-3604
Providers	hcaproviders@ctslanguagelink.com	1-800-535-7358, option 3